

THE HISTORY OF MCI's MOST RECENT ISSUES REFLECT BELL SOUTH'S CONVOLUTED RESPONSES AND RESISTANCE TO SET OR MEET COMMIT DATES

Details on process for updating CSR, migration of TNs and updating switches.

	Questions first asked early last Fall
01/03/02	BST would not agree to answer this question
01/10/02	BST took no action. Questions re-asked. No ETA given.
01/17/02	Examples sent to BST. No ETA given.
01/24/02	No ETA given by BST.
01/31/02	BST stated this was going through ERT. No ETA.
02/07/02	No ETA given.
02/14/02	No ETA given.
02/21/02	ETA given of 02/24/02
02/28/02	ERT received 02/26/02

MCI requested analysis of a sampling of our manual fall out.

01/10/02	ETA of two weeks given (01/24/02)
01/17/02	BST had not worked the issue questioned value. Commit date moved to 01/31/02
01/24/02	Pending 01/31/02 commit date.
01/31/02	BST stated this was going through ERT. Dropped 01/31/02 commit date.
02/07/02	No ETA given.
02/14/02	No ETA given.
02/21/02	ERT received 02/19/02
Present	MCI was unsatisfied with BST's ERT response and has several questions still outstanding

Meeting to review MCI's manually handled orders and clarifications

01/31/02	02/14/02 commit date
02/07/02	Pending 02/14/02 commit date.
02/14/02	02/14/02 commit date missed. No new date given.
02/21/02	New commit date of 02/28/02 or later.
02/27/02	Meeting held.

BST software change to send complete Line Loss data via NDM

08//01	Problem with Line Loss raised
10//01	BST provides reasons for Line Loss
01/03/02	BST committed to February.
01/10/02	Commitment narrowed to 02/02/02.
02/02/02	Software change made on 02/02/02.
02/28/02	Additional change made
Present	MCI still seeing a discrepancy between web site and NDM data.

BST to provide pre 10/01/01 line loss data.

	Problem raised last Fall
01/03/02	BST can not provide the data
01/10/02	BST can provide the data. Working on format. No ETA.
01/17/02	BST not sure if they can provide the data.
01/24/02	BST not sure if they can provide the data. Status by 01/31/02.

03/28/02

01/31/02	BST still not sure if they can provide the data.
02/08/02	BST can provide data. Process to be presented on 02/21/02
02/14/02	Pending 02/21/02 commit date for process.
02/21/02	Process presented. (Excel file) Data due 05/07/02.
<u>02/28/02</u>	<u>BST says that the line loss data will be provided 4/15/02</u>
Present	Data remains pending since 8/14/01

Questions about BST's Line Loss web site for use prior to 02/02/02 software fix.

12/28/01	Questions sent.
01/03/02	No update given.
01/10/02	Commitment date of 01/18/02 given.
01/17/02	BST said they would not make the 01/18/02 date. New commit date to be given on 01/19/02. (Didn't happen)
01/24/02	BST stated this is going through the ERT process. No ETA.
01/31/02	No ETA.
02/07/02	No ETA. <u>Information was only useful for MCI prior to 02/02/02.</u>
02/12/02	ERT received 02/12/02.

Fix to ZLIG FID manual fall out

10/3/01	MCI was told a fix was coming.
11/29/01	Requested status.
12/06/02	No answer. Committed to answer by 12/13/02.
12/13/02	BST response addressed a fix that was unrelated to MCI's question.
01/03/02	No ETA for answer or fix.
01/11/02	BST answered that fix was due in 2002.
01/24/02	BST retracted previous answer. Now no fix is planned.
01/31/02	New answer. BST is looking for fix but no ETA.
02/18/02	ZLIG fix scheduled for 10.5 release on 5/18/02.
Present	MCI continues to request documentation proving inclusion in 5/18/02 release without success.

Rejects/Clarifications for NON TN/SANO related validations following 11/17 fix.

12/06/02	MCI provided Account Team with examples and requested LCSC rep training.
01/11/02	MCI provided additional examples. No change in clarification volume.
01/24/02	MCI provided a third set of examples. No improvement in volume.
02/07/02	MCI provide a fourth set of examples. No improvement in volume.
02/14/02	MCI went around Account Team to Diane Chadwick (LCSC Operations VP). She was unaware of the problem. All previous examples sent to her.
02/28/02	Dramatic improvement in invalid clarifications from LCSC.

Incorrect Due Dates on Supped orders.

01/11/02	MCI provided BST with 20 examples
01/17/02	During a 1/15/02 call MCI was given data that was determined to be incorrect during the call.
01/24/02	This issue will be fixed on 04/06/02 in CR0620. Language for CR0620 does not cover ReqType M and all sups. BST to change language of CR0620.
02/08/02	CR0620 still not changed. Account Team to readdress. This issue was also brought to the attention of Steve Hancock. (CR author)
02/14/02	Account Team stated that CR had been updated to include all ReqTypes and Sups. (MCI confirmed on the web site that this was incorrect)

02/27/02	Steve Hancock states in CCP meeting that CR0620 will only include ReqType J Sup 3 as stated in the CR.
02/28/02	Account Team said Steve misspoke and include all ReqTypes and Sups.
03/01/02	CR0620 updated to include all ReqTypes but only Sup 3.
3/20/02	BST said change would not cover Sup 2.
<u>3/28/02</u>	<u>BST states that all supplemental orders fall to manual and that this is the reason that orders were handled incorrectly—</u>